



# LOS ANGELES COUNTY

## WIA Adult and Dislocated Worker INFORMATION BULLETIN

**NUMBER: IB-DWA-00-004**

**SUBJECT: One-Stop Monitoring Procedures**

**DATE: October 25, 2000**

**EFFECTIVE DATE: October 25, 2000**

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**TO: ALL ONE-STOP CENTERS**

The purpose of this bulletin is to advise all One-Stops and Satellites that program and quality monitoring will commence in November 2000. County staff will prepare a schedule of visits and will confirm, via telephone, one day prior to each visit. At least three scheduled visits and one unannounced visit will take place during program year.

The program and quality monitoring visits will include, but will not be limited to the following:

- ☐ Uniform compliance with WIA regulations
- ☐ Compliance with WIA/LACWIB policies and procedures
- ☐ Review of sign-in and tracking systems
- ☐ Observance of staff and customer activities to determine the quality of services delivered
- ☐ Interview of staff
- ☐ Interview of customers
- ☐ Random selection of customer files for review
- ☐ Review of ADA compliance
- ☐ Review of customer flow from one level of service to another (e.g. core to intensive)
- ☐ MOU and Resource Agreement (possibly 2<sup>nd</sup> visit)
- ☐ Invoices and accounting records

A written notification of any findings will be provided to the Center Director with a copy to the designated technical assistance staff within 10 days of the monitoring visit. The monitoring team will schedule a follow-up review once they have been notified of completion of corrective actions. It is important to note that the staff carrying out monitoring activities will not be the same staff providing Technical Assistance.

If you have any questions concerning this bulletin, please contact Sandra E. Miller, Project Supervisor, at (323) 887-7122

Kenneth Kessler, Director  
Employment and Training